Virginia Information Technologies Agency

Completing the Transformation: The Vision for IT in The Commonwealth

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Chief Information Officer of the Commonwealth

COVITS 2006
September 12, 2006

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Transformation

- Commonwealth initiative
- Long-term re-engineering process
  - 7 to 10 years; in year 4
- Significant investments
  - People
  - Processes
  - Technology
- Unprecedented public-private partnership with Northrop Grumman
- Tangible results

Transformation Highlights

- Modernized, streamlined and consistent IT infrastructure platform
  - $270 million investment in the Commonwealth
  - 21st century technology for the price of maintaining 1980s infrastructure
  - Consistent services, predictable prices
- Improved security of citizen information
- Consistent and proactive technology refresh
- Significant job creation and economic growth
- New, secure facilities in Chesterfield and Russell Counties
- Commonwealth employees treated well

IT Infrastructure Partnership Accomplishments

- Service Commencement Date July 1
  - Transfer of operational responsibility to Northrop Grumman with no major disruption

- Successful Employee Transition
  - Job offers to 850 employees on May 1 with 65% acceptance rate

- Facilities
  - Commonwealth Enterprise Solutions Center (CESC) facility groundbreaking in Chesterfield County May 23
  - Southwest Virginia Enterprise Solutions Center (SWESC) facility groundbreaking in Russell County October 27

Commonwealth Enterprise Solutions Center: August 2006

September 7, 2006

Web cam http://clark.videonext.com/sarch/images/cam/live/10.jpg

Transformation Milestones

Milestone	Anticipated Date
Begin desktop refresh	February 2007
Move into new data center	July 2007
Establish single, statewide, help desk	September 2007
Establish computer security incident response center	October 2007
Complete initial desktop refresh	March 2009
Complete single enterprise e-mail	June 2009
Complete server consolidation	June 2009

Vision for Transformation

- Creating an innovative, secure and efficient infrastructure as the foundation for changing and expanding citizen services
  - Citizen-centric government vs. transaction-based government
  - Crossing the boundaries of federal, state and local jurisdictions
  - Web-enabled "personal experience-based" services

Vision for Transformation

- Examples:
  - Cradle-to-grave service orientation
  - Change your address once
  - Multi-agency kiosks
  - Multi-agency facilities
- Citizens don't have to know which branch or level of government does what

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Vision for Transformation

- Promoting collaboration among all levels of government and with the private sector
  - Federal
  - Executive
  - Judicial
  - Legislative
  - Education
  - Local
  - Commercial
  - Utilities

- Support improved emergency response and expanded broadband deployment
- Create Commonwealth education and service centers
- Foster best environment to attract residents and businesses to Virginia

Vision for Transformation

- **For State Agencies**
  - Improved 21st century IT services at today's cost
  - Improved security of state assets
  - Improved disaster recovery
  - Consistent technology innovation
  - Lower reoccurring costs at the end of the project
- **For Local Governments and Education**
  - Leveraged state services at lower costs
  - Backup and security services, previously unaffordable
  - Expanded broadband access,
  - Enhanced emergency communications

What will <u>you</u> do to take advantage of the infrastructure foundation?

Vision for Transformation

- **For Taxpayers**
    - Improved security of information
    - Expanded, improved and simpler government services
    - No additional taxpayer dollars
    - Economic development and new jobs
- **For Businesses**
    - Continued opportunity to compete for state business
    - Strong focus on small, women-, and minority-owned (SWAM) business opportunities
    - Collaborative partnership projects and services

Achieving Transformation—VA's Strategic IT Plan

- It's about *business-aligned* IT
- Built into COV strategic planning process
- Aligned with Council on Virginia's Future long-term objectives
- Developed by 160 stakeholders—agency leaders, IT, public (i.e., many of you here today)
- Not just a living document—an active ongoing process—with <u>your</u> involvement!

http://www.vita.virginia.gov/docs/pubs/covStrategicPlan/index.cfm

Transformation—Strategic IT Plan Goals

- *Goal 1 - Increase accessibility to government* — Anytime, anywhere government
- *Goal 2 - Facilitate IT collaboration and partnerships* — Bridge organizational boundaries, promote trust, share information and technology
- *Goal 3 - Ensure a trusted and reliable technical environment* — Ensure availability, reliability, confidentiality, security and integrity
- *Goal 4 - Create a reputation of performance for technology* — Open, transparent and accountable for performance and results, continually adding value
- *Goal 5 - Increase workforce productivity through the use of technology* — Support of mobile computing, telework, to improve workforce retention and productivity

— Administration Goal Champions —

Transformation—Making the Plan "real"

- Plan contains 49 initiatives—35 *already* underway

- The Governor's Technology Awards—exemplify broader efforts contributing to plan success

- COVITS vendor exhibits—oriented towards Plan goals—technologies, tools, processes

What's your contribution?

Achieving Transformation—Breakout Sessions

- *Session A*
  Podcasts and Portals: Next Generation Access to Government Services and Information

- *Session B*
  A Best Practice Model for Collaborative Software Development

- *Session C*
  Security – Ensuring Trust and Reliability Across Government Systems

- *Session D*
  Enterprise Investment Management – Tracking Return on Investment for IT

- *Session E*
  Technology-Enabled Government Workforce – Keys to Productivity

For More Information on VITA

www.vita.virginia.gov

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